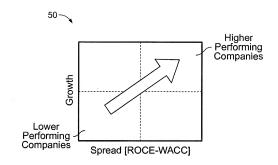
## Page 1 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001 REPLACEMENT SHEET

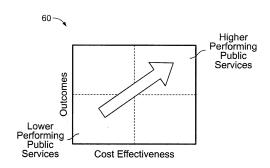
1/20



- Different Combinations of Growth and Spread Drive Intrinsic Value Creation for Shareholders and Stakeholders
- Enterprises can Map their Future Trajectory and Take Appropriate Action (Long Term Strategy and/or Immediate)

FIG. 1

# Page 2 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001 REPLACEMENT SHEET 2/20

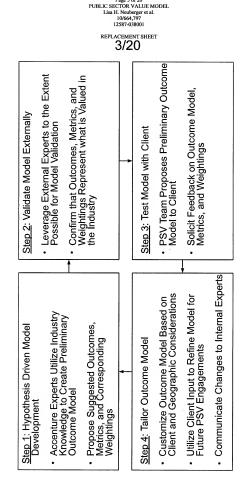


- "Outcomes" are a Weighted Basket of Social Achievements
- · "Cost Effectiveness" =

#### Outcomes

(Annual Expenditure - Cap Ex + Capital Charge)

 Hypothesis = Greater Value is Created Through Generating Improved Outcomes in a More Cost Effective Way



Page 3 of 20

FIG. 3

Page 4 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

REPLACEMENT SHEET 4/20

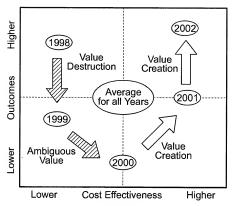
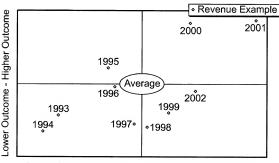


FIG. 4



Lower Cost Effectiveness - Higher Cost Effectiveness

FIG. 6

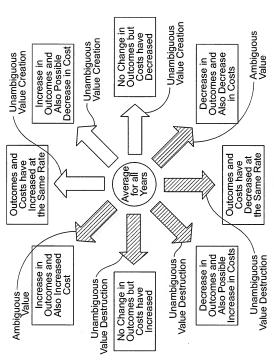


FIG. 5

Page 6 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

REPLACEMENT SHEET 6/20

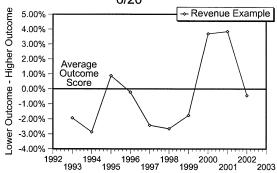


FIG. 7

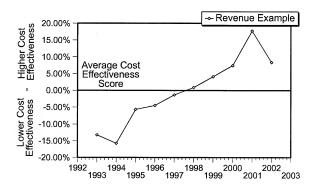
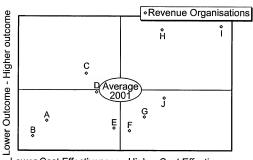


FIG. 8

Page 7 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

## 7/20



Lower Cost Effectiveness - Higher Cost Effectiveness FIG. 9

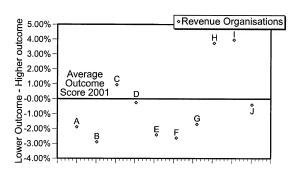


FIG. 10

## Page 8 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

#### REPLACEMENT SHEET 8/20

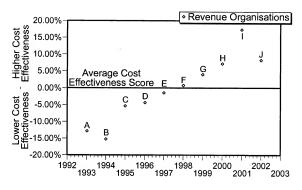
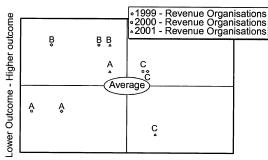


FIG. 11



Lower Cost Effectiveness - Higher Cost Effectiveness

FIG. 12

Page 9 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

PIZO PIECE PER SHEET

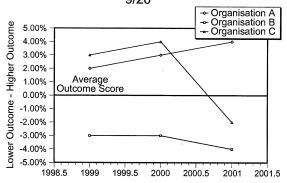


FIG. 13

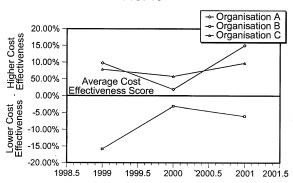


FIG. 14

## REPLACEMENT SHEET 10/20

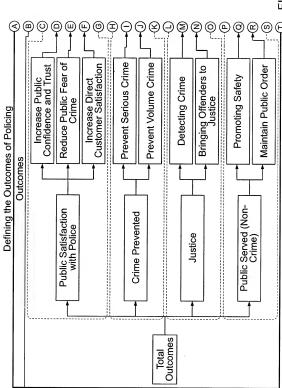
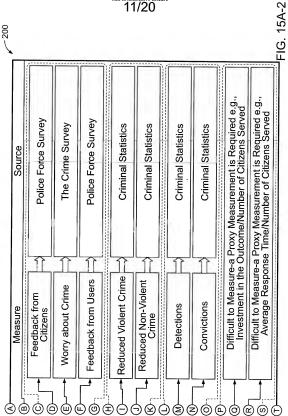
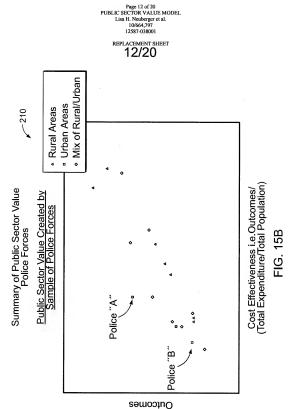
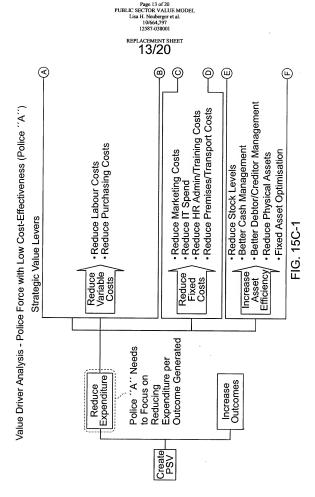


FIG. 15A-1



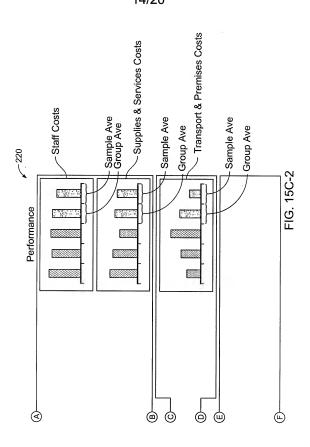






#### Page 14 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

## REPLACEMENT SHEET 14/20

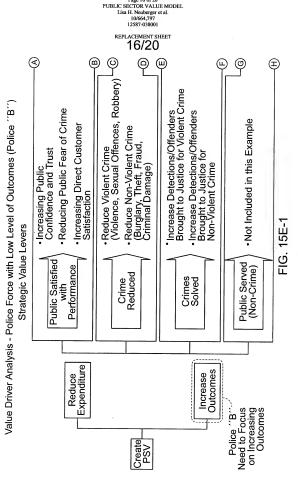


#### Page 15 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

#### REPLACEMENT SHEET

	15/20		
ice Force with Low Police "A". Accenture Market Offerings	Human Performance     Integrated Web Services     Procurement Process Enhancement     Procurement     Supplier Managed Procurement	Customer Relationship Management IT Outsourcing Project and Program Management HR Outsourcing -Learning -Luffilment (SCM)	Supply Chain Value Assessment (SCVA) Supplier Managed Procurement eProcurement  BZB Marketplaces and eMarkets eFinance Back Office Performance
Value Driver Analysis - Police Force with Low Cost-Effectiveness Police "A". Strategic Value Levers Accenture	Reduce Labour Costs   Variable   Reduce Purchasing Costs   Costs	Reduce Marketing Costs Reduce IT Spend Fixed Costs  Reduce HR Admin / Training Costs Costs  Reduce Premises/Transport Costs	Reduce Stock Levels     Better Cash Management     Supply Chain \     Supplier Management     Better Debtor/Creditor Management     Reduce Physical Assets     Fixed Asset Optimisation     Back Office Pe

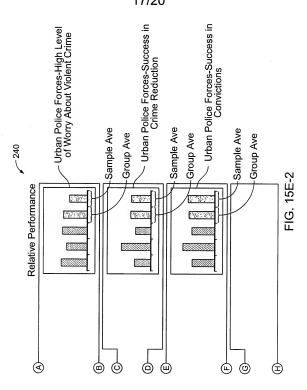
FIG. 15D



Page 16 of 20

Page 17 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

## REPLACEMENT SHEET 17/20



## REPLACEMENT SHEET 18/20

10/20					
Market Offerings	Marketing Strategy     Customer Relationship Management	Knowledge Management     Customer Relationship Management     IT Outsourcing     Project and Program Management	Case Management Knowledge Management Customer Relationship Management Process Reengineering		
Strategic Value Levers	Increasing Public Confidence and Trust Reducing Public Fear of Crime Increasing Direct Customer Satisfaction	Reduce Violent Crime (Violence, Sexual Offençes, Robbery)     Reduce Non-Violent Crime     (Burglary, Theft, Fraud, Criminal Damage)	Increase Detections/Offenders Brought to Justice for Violent Crime Increase Detections/Offenders Brought to Justice for Non-Violent Crime		
	Public Satisfied with Performance	Crime Reduced	Crimes		

Value Driver Analysis - Police Force with Low Level of Outcomes (Police "B")

FIG. 15F

Page 19 of 20
PUBLIC SECTOR VALUE MODEL
Lisa H. Neuberger et al.
10/664,797
12587-038001

REPLACEMENT SHEET 19/20

#### Industry Analysis

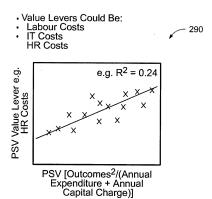
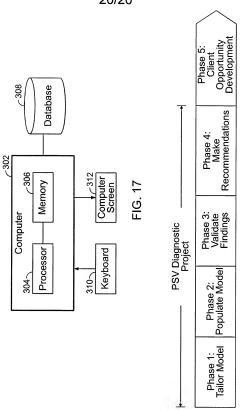


FIG. 16

#### Page 20 of 20 PUBLIC SECTOR VALUE MODEL Lisa H. Neuberger et al. 10/664,797 12587-038001

## REPLACEMENT SHEET 20/20



300

FIG. 18